



COMMUNITY **IMPACT** REPORT

2019 | CITY OF ALEXANDRIA DEPARTMENT OF COMMUNITY AND HUMAN SERVICES

VISION

The Department of Community and Human Services envisions a community in which residents enjoy a sense of well-being, safety and self-sufficiency.

MISSION

The Department provides effective and essential safety net services that measurably improve or maintain the quality of life for Alexandrians.

VALUES & PRINCIPLES

EQUAL ACCESS

Our services are available to all people regardless of economic status, language, race, sex, ethnicity, national origin, age, disability, religion, sexual orientation or gender identity and expression.

DIGNITY AND RESPECT

We promote self-determination and honor the dignity and rights of the people we serve.

CULTURAL COMPETENCY

We honor the cultural backgrounds, values and preferences of the people we serve.

ETHICS AND ACCOUNTABILITY

We are ethical stewards of the resources entrusted to us and are accountable for our actions.

COLLABORATION

We partner with individuals, families, service providers and the community to ensure that our services promote responsive, efficient and innovative solutions to current and emergent challenges.

COMPETENCY

We employ a qualified, empathetic and diverse staff recognized for creativity and professional achievement.

INTEGRITY

We communicate consistently, honestly and openly and demonstrate integrity in all aspects of our work.

CONTINUOUS IMPROVEMENT

We employ innovative best practices, and we strive to continuously improve our programs and services based on outcomes.



PROGRAM HIGHLIGHT

The Center for Economic Support's Refugee Assistance provides a range of financial and medical benefits and services to help refugees get on their feet as they resettle. Learn more at alexandriava.gov/DCHS.

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MESSAGE FROM THE **DIRECTOR**

The Alexandria Department of Community and Human Services (DCHS) is pleased to share its *2019 Community Impact Report*. Each year, this report provides us with the opportunity to share important data, describe key accomplishments, and highlight significant contributions by staff, volunteers and partners. The successes of DCHS and the many people we serve depend on the tightly woven network of support that exists in our community.

DCHS works to provide the highest quality of services to support individuals and families as they work to accomplish their goals and overcome critical challenges. Our staff draw on their expertise and best practices to assure that those we serve are engaged most effectively and that their needs are met. The bravery, hard work and resiliency of the residents who access our services are routinely demonstrated, and we continue to learn from their achievements.

As an organization, we focus on key elements that provide the best experiences and outcomes for those we serve, including: improving access to services, utilizing trauma-informed approaches, focusing on racial equity, attracting and retaining the best staff, unified planning approaches and increasing the integration of our services. As always, we work to maximize revenue and diversify our funding to address the resource challenges that exist.

We are very thankful for the support and guidance of our Boards and Commissions, Mayor and City Council, City Manager's Office, city and nonprofit partners, community members and our many volunteers. We benefit daily from your investments and your insights.

We hope that all who read this report are able to recognize the important contributions and efforts made by everyone involved. The collaboration of so many to ensure that all residents can succeed and thrive truly reflects the values of Alexandria.

Thank you for your generosity and commitment!

Kate May



WORKING TOGETHER FOR ALL ALEXANDRIANS

DCHS organizes its programs and services into three centers. Below are highlights of the work staff has been doing over Fiscal Year 2019 (July 2018 - June 2019) to provide high quality services to maintain, improve and sustain the well-being, safety and self-sufficiency of individuals and families in Alexandria.

Center for Children and Families

In the past year, the Center for Children and Families (CCF) has improved upon the success of its programs and services. There has been a meaningful impact on the lives of youth and families in Alexandria.

In support of efforts of the **Suicide Prevention Alliance of Northern Virginia** and the **Alexandria Opioid Workgroup**, DCHS began offering free locking medication boxes and firearm locks as part of Lock and Talk Northern Virginia. Most people who die by accident or by suicide use firearms, poisons or medications. This can be prevented by limiting access to lethal means and obtaining professional support for those wishing to end their lives.

Same-Day Access (SDA) for individuals—both youth and adults—in need of behavioral health services has been instituted to allow clients to receive intake, assessment and referral services on a walk-in basis and to be promptly connected to ongoing services.

50

CHILDREN WITH
DEVELOPMENTAL DISABILITIES

received case management services with an additional 130 families receiving support and monitoring while waiting to get Medicaid Waivers for housing.

The Youth Development Program, Alexandria Campaign on Adolescent Pregnancy and Substance Abuse Prevention Coalition of Alexandria engaged 7,260 youth and parents in evidenced-based programs, support services and leadership, and educational programs. Of those, 99 percent surveyed reported a positive change as a result of participation in Youth Development programs.

The **Sexual Assault Center** received 1,581 hotline calls and served 321 victims (adults and children) with 11,034 service contacts.

The **LGBTQ Task Force** hosted it's Second Annual LGBTQ Pride Fair in June 2019. Thirty-one organizations, both local and statewide, exhibited and 700 people attended. The Task Force also gave 23 LGBTQ presentations to 335 participants.

CCF continued to provide leadership in the implementation of the city-wide **Children and Youth Master Plan** (CYMP). CYMP serves to coordinate, align and deliver effective services to children and youth and their families, to ensure that children are healthy and safe, academically and vocationally prepared, and socially and civically connected. Through the CYMP work groups, in FY 2019 they increased their collective efforts to:

- Support youth empowerment
- Promote youth mental health and positive youth development
- Expand professional development, foster collaboration and create alignment within Alexandria's early childhood and Out-of-School Time systems
- Measure their performance and track progress towards improving outcomes

The work groups also convened Alexandria City Public Schools (ACPS), DCHS, Alexandria Health Department, and Partnership for a Healthier Alexandria to discuss the alignment of each of their city-wide plans, which are up for renewal this year.

Staff of **Child Welfare, Child Behavioral Health** and the **Children's Services Act** collaborated with partners to keep the city's most vulnerable youth in the community whenever possible. Since 2008, the number of children placed in residential treatment facilities has decreased from 66 to 19, and the discharge rate has increased to 74 percent from 35 percent. This year ended with five youth in these settings.

More than 625 community members participated in trainings on **Recognizing, Reporting & Preventing Child Abuse & Neglect**.

Center for Adult Services

The Center for Adult Services (CAS) has seen a number of successes through its programs and services centered on aging, clinical and emergency services, community and residential support and more.

The **Alexandria Treatment Court** initiated a post-plea felony program aimed at serving Alexandrians who find themselves in the criminal justice system because of a substance use disorder. It serves as an alternative to incarceration and probation and seeks to help participants overcome their addictions and lead healthy, law-abiding lives in the community.

Alexandria's first **Opioid Response Coordinator** was hired in March 2018. This

645

**FAMILY ASSESSMENTS AND INVESTIGATIONS
BY CHILD PROTECTIVE SERVICES**

in response to concerns of abused or neglected children. Of the 102 investigations, there were 32 founded cases of abuse and neglect. One hundred percent of children receiving Child Welfare Services did not have additional findings of abuse or neglect within 12 months of services.

100

**MONTHLY AVERAGE OF CHILDREN AND
YOUTH IN FOSTER CARE**

as a temporary placement rather than long term solution for those who have been removed from their birth family homes for reasons of neglect, abuse, abandonment or other issues endangering their health and/or safety.

756

CHILDREN AND THEIR FAMILIES ENGAGED

in assessment, care coordination, case management and treatment services provided by Child and Family Behavioral Health Services. Staff provide assessment, treatment and coordination services to the Center for Alexandria's Children, ensuring a more streamlined approach to mental health services for child victims of violence and their families.

117

**PROVIDED SHELTER BY THE DOMESTIC
VIOLENCE PROGRAM SAFE HOUSE**

for a total of 4,408 bed nights. DVP received 2,064 hotline calls and served 686 victims (adults and children) with 12,571 service contacts.

position oversees the City’s comprehensive approach to addressing the opioid crisis and drives the strategic direction of the City’s **Opioid Work Group**, established in 2015.

The **Sober Living Unit** (SLU) program at the Truesdale Adult Detention Center celebrated 30 years of service to inmates with substance use disorders. In 2018, 64 inmates participated in the program, following the path of hundreds of SLU alumni.

The City of Alexandria joined 200 cities across the nation in the **Dementia-Friendly America** (DFA) initiative, which works to educate the community about dementia including how it affects people, how to support caregivers and how everyday individuals interacting in public places can make a difference in the lives of the 5.8 million Americans living with the disease.

There were 70 individuals served by guardians/conservators in FY 2019 through the City’s

Guardianship Program, an increase of two persons from 2018.

CAS staff worked to make DCHS an **age-friendly organization for clients**. They prepared a Resource Guide to assist in serving older adults and gave presentations to staff about services available to older Alexandrians.

Residential Services non-profit housing partner **Sheltered Homes of Alexandria** (SHA) progressed in the renovation of the Bellefonte Apartments. These units will better serve the needs of the persons with developmental disabilities who reside there and will allow for increased rental revenue from federal subsidies.

There were 27 individuals enrolled in the **Program for Assertive Community Treatment** (PACT), bringing the total served to 85 since inception in 2017. PACT provides mobile services for people diagnosed with a serious

mental illness and high-service needs leading to hospitalization and incarcerations.

Center for Economic Support

The Center for Economic Support (CES) made significant strides in FY 2019 to support those in Alexandria in need of assistance with benefits, employment, training and housing. The services CES provides aim to meet basic needs and give those who receive them an opportunity to thrive.

In FY 2019, the **Public Benefits Program** oversaw the implementation of Medicaid expansion. As of September 20, 2019, more than 3,900 individuals have been enrolled in Medicaid expansion, which took effect on January 1, 2019. Virginia Governor Ralph Northam visited DCHS to thank staff for their outreach and enrollment work to give eligible residents access to coverage. Within six months of Medicaid Expansion, more than 300,000

adults throughout Virginia received health insurance.

Same-Day **Supplemental Nutrition Assistance Program** (SNAP) Screening was implemented for all applicants. SNAP benefits can be used by eligible low-income individuals and families to purchase food from authorized retailers.

The Benefits Program developed an **Outreach Committee** that attends community events to provide information on public benefits, eligibility criteria and the process to apply all available benefits.

The **Office of Community Services** (OCS) partnered with Alexandria Housing Development Corporation (AHDC), a nonprofit affordable housing developer in Alexandria, to complete a community service project designed to address food insecurity in Alexandria. Members of the OCS team worked with AHDC and Rooftop Roots, a non profit partner, to plant and harvest vegetables in a community garden located at the Station at Potomac Yard Apartments. The harvested vegetables were

290

RESIDENTS ASSISTED

by Virginia Insurance Counseling and Assistance Program (VICAP) staff to resolve specific Medicare issues. VICAP staff also reached 194 attendees through interactive Medicare events, including tips on Medicare fraud prevention.

700

INDIVIDUALS ANNUALLY NOW RECEIVE
INITIAL PRIMARY HEALTH SCREENING

and are linked to a health care provider if needed through
Primary Care Screening.

214

HOUSEHOLDS OBTAINED SAFE
AND AFFORDABLE HOUSING

upon exit from shelter or other temporary
housing, or as a result of receiving intensive case
management services.

328

INDIVIDUALS SHELTERED

by the Alexandria Community Shelter:
The Winter Shelter served 271.

put into baskets and prepared for distribution to residents. OCS is also working with AHDC to plan outreach services to residents in their newly renovated Lacy Court property in FY 2020.

OCS worked with households needing assistance with energy bills for cooling and heating expenses using the **Dominion Energy Share Program**. This program provides financial assistance to low-income households facing disconnection of utilities. OCS served 170 unduplicated households (509 individuals) using Energy Share funds. OCS also partners with the Public Benefits Program to assist eligible households in accessing State Energy Assistance funds for cooling and heating expenses.

- Through OCS, 2,284 people were assisted with stabilization services, such as financial assistance for rent, utilities, medication, transportation and case management services.
- Eighty-two people were served through the Rent Relief Program.

- Seven households moved to safe and affordable housing during FY 2019 and no longer were in need of Rent Relief as a result.

With the help of **Workforce Development Center** (WDC) services and opportunities, among other factors, the unemployment rate for calendar year 2018 in Alexandria was 1.9 percent.

WDC employees along with staff from **Benefits, Domestic Violence Program**, and the **Residential Treatment Center**, participated in a resource fair hosted by the Sheriff's Office featuring 22 exhibitors offering employment, health, training, housing and other services that can benefit ex-offenders as they return to the community. Most of the inmates who attended were scheduled to be released within months. This event gave them the opportunity to meet with providers about programs that may aid them in their re-entry to their community. ■

541
INDIVIDUALS PLACED IN JOBS BY THE
WORKFORCE DEVELOPMENT CENTER
in FY 2019, a primary measure of success. A secondary measure of success is employment retention, the percentage of residents who gain and retain employment for 90 days or more. WDC's employment retention was 98 percent, well above the target of 75 percent to meet federal and state program standards.

1,417
RESIDENTS SERVED BY
THE WORKFORCE DEVELOPMENT CENTER
in FY 2019.



PROGRAM HIGHLIGHT

The Center for Adult Services provides person-centered services to enable individuals with development or intellectual disabilities to successfully live in the community as independently as possible. Learn more at alexandriava.gov/DCHS.



VOLUNTEERS MAKE A DIFFERENCE

Many of the programs and services that DCHS offers would not be possible without the help of the volunteers who make up an important network of community partners. Through the knowledge and dedication that these volunteers bring, DCHS is more equipped to serve those who need help in Alexandria.

The **Domestic Violence Program (DVP)** had 52 volunteers who provided 2,216 hours of service answering the 24-hour hotlines, helping with support groups, helping during the Annual Children's Holiday Party, and providing support to shelter residents and children. DVP estimates that volunteers, through their hourly service, saved the program \$56,352.88.

The **Sexual Assault Center** had 49 volunteers who provided 7,355 hours of service answering 24-hour hotlines, facilitating support groups, providing court accompaniment and advocacy, administrative support and providing support to adults and children.

Friends of the Alexandria Mental Health Center (Friends), a nonprofit group of volunteers who provide financial assistance to

DCHS clients with mental illness, substance use and intellectual disabilities, responded to 170 funding requests for needs that cannot be met by other agencies such as rent, utilities, medication, dental care, vocational endeavors and more. Friends managed \$67,796 in contributions and co-sponsored free public events to encourage treatment, recovery and education to combat stigma.

The **Adult Day Services Center (ADSC)** hosted five volunteers for a combined total of 123 service hours. This saved ADSC a minimum of \$2,647.73 for the hours served. One volunteer, Luley Chow, was the recipient of the Lois Van Valkenburgh Excellence in Aging Award, which recognizes individuals who have made outstanding contributions to elevating the quality of life for older adults in Alexandria. ■

PROGRAM HIGHLIGHT

The Adult Day Services Center offers services to seniors 55 and older who may need assistance and who may not want to or cannot stay at home alone during the day. Learn more at alexandriava.gov/DCHS.

A close-up, low-angle shot of several hands of different skin tones being clasped together in a supportive grip. The hands are raised, and the background is a bright, out-of-focus indoor space with warm lighting. The overall mood is one of solidarity and collective effort.

MAKING AN IMPACT **TOGETHER**

You've read how DCHS programs and services, together with our community partners, local coalitions and volunteers, are making an impact on our community. Turn the page and read about some of the individuals whose lives were changed by this work.

How Medicaid Expansion Changed Henry Johnson's Life

One morning last May, Alexandria resident Henry Johnson woke up to find one of his eyes was completely swollen shut.

He headed to the emergency room, where a doctor expressed concern that the infection had spread to the back of Johnson's eye and mentioned the possibility of emergency surgery.

Johnson admits he was scared, but one thing was a huge relief: For the first time in his adult life, he didn't have to weigh his health against a huge medical bill he couldn't afford.

Last fall, Johnson was one of 400,000 adults in Virginia who became eligible to enroll in Medicaid, which provides quality, no-cost or low-cost health insurance to millions of low-income Americans. Under the expansion, which became effective on January 1, 2019, Medicaid eligibility was extended to individuals with incomes up to 138 percent of the federal poverty level. For example, a childless adult may be eligible if they have an annual income at or below \$17,237. Income levels for eligibility were also raised for families and persons with disabilities.

After a series of blood tests, a CT scan, and examinations of Johnson's lungs for possible bronchitis or growths, the doctors determined eye surgery wasn't necessary and sent him home with three prescriptions.

His total bill? \$0

"I kept asking if my Medicaid covered it, and the answer was always 'yes,'" Johnson recalls.

According to the Centers for Disease Control and Prevention, over 30 million people in 2018 under age 65 were uninsured in the United States. When they do seek medical care, many face high bills that quickly translate to debt. In 2017, 43.3 million Americans under 65 admitted having problems paying medical bills.

Research shows that being underinsured and uninsured often keeps people from seeking care, leaving them without treatment for chronic and serious conditions, which often worsens their

conditions and puts them at risk of death from preventable causes.

Johnson experienced this first hand. During a mental health crisis that left him with little sleep for several weeks, Johnson had trouble breathing, called an ambulance and spent the night in the hospital. "For one night there, I was charged over \$1000," Johnson remembers, adding he wasn't able to pay the bill.

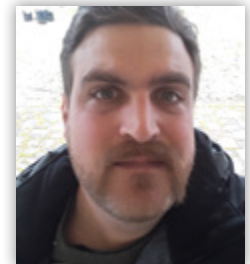
Then in 2015, he experienced another crisis. Because he didn't have the money for private hospitalization, he didn't seek treatment. His condition spiraled downward, ending with a court-ordered institutionalization.

But his new Medicaid coverage has changed all that and gives him peace of mind.

"The biggest obstacle I faced without Medicaid was getting mental health treatment if I required hospitalization," he says. "Now I know that I have that option as a last resort because hospitals accept Medicaid."

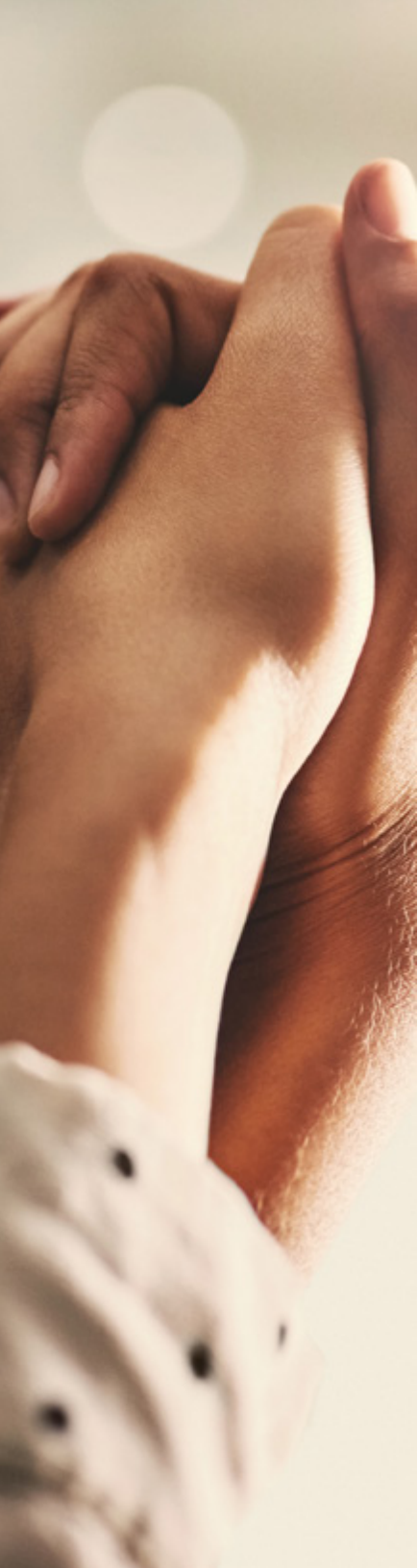
Johnson, who participates in Alexandria Community Services Board (CSB) services and programs through the Department of Community and Human Services' Center for Adult Services, is grateful to the CSB staff who signed him up.

"I had my angels at the CSB looking over me," he says. "Thank you all for not having to make me choose between losing an eye or going bankrupt." ■



Henry Johnson

"THANK YOU ALL FOR NOT HAVING TO MAKE ME CHOOSE BETWEEN LOSING AN EYE OR GOING BANKRUPT." ~ Henry Johnson



Giving Back to the Community That Nurtured Them

Many DCHS staff members value how their work contributes to the well-being, safety and self-sufficiency of Alexandria residents, yet for two Youth Development workers, their positions at DCHS hold a special meaning. Emma Beall and Rashad Price, who both grew up in Alexandria, are now working in the very programs they participated in as a youth.

Beall, who was hired as the coordinator for the Substance Abuse Prevention Coalition of Alexandria, was a junior at T.C. Williams when a teacher shared an opportunity to participate in designing a multimedia campaign for the Alexandria Campaign on Adolescent Pregnancy. The opportunity fit well with Beall’s interest in writing and journalism, so she applied.

The project ended up founding Keep It 360, the current ACAP campaign to foster open and honest conversations about teen pregnancy. With other students, Beall helped create a student club to promote ACAP’s message and engage students at school; she also coordinated a blog associated with the movement. After the campaign launched, she was offered a paid position to continue writing for the blog.

“As a student who loved writing and wanted to be a journalist, that was really cool,” Beall recalls.

As Beall worked with ACAP, she found her career aspirations began to change, and she developed a deep interest in public health.

“One push from a teacher led to that work,” Beall explains. “And that led me to explore public health as a course of study and my career.”

After she graduated, Beall went to Tulane, where she received her bachelor’s and master’s degrees in public health. In addition to working with the National Campaign to Prevent Teen and Unplanned Pregnancy, Beall interned with ACAP during two summers.

As part of her internships, she worked together with other Youth Development programs, including SAPCA, which focuses on reducing

substance use and abuse in youth. So, when the coordinator position came open, it wasn’t a big leap for Beall to apply.

“I never thought I’d come back to Alexandria,” she laughs. “But now I’ve come full circle and back to the community I grew up in—and I’m making a difference where it is really needed.”

And that difference has a lot to do with what Beall resonated with as a high schooler: empowering youth. “Really, working with youth is my favorite thing about this job. We aim for all our work to be youth led, to give them a platform to share their experience,” she says. “It’s hard to be an adolescent, and it helps to have supportive adults in their lives. I can still name the people who supported me both in professional and personal settings. It is important to have them listen and value what you are saying.”

Price, who was hired as a Youth Development Counselor, lived across the street from the Charles Houston Recreation Center as a kid. When he was in sixth grade, his grandmother walked him over to the center and signed him up for The Untouchables, a Youth Development program that focuses on leadership development and mentoring with the goal of supporting male youth into becoming successful men who live healthy and productive lives.

Price also signed up as a volunteer for the Peer Advisor Program, another Youth Development program in which youth participate in mentoring and tutoring children at the Rec Center and Brent Place Apartments. DCHS provides staff support for both programs. By the



Beall as a high school student member of Keep It 360



Beall today

“... I’VE COME FULL CIRCLE AND BACK TO THE COMMUNITY I GREW UP IN—AND I’M MAKING A DIFFERENCE WHERE IT IS REALLY NEEDED.” ~ Emma Beall

time he was in eighth grade, Price was The Untouchable’s president and a lead peer advisor.

Price credits these programs with shaping his life and career. “It was great growing up and learning from older positive men that looked like me,” Price says of his time in The Untouchables, adding that the majority of his African American peers in the program are now leading successful careers. “And all my jobs have centered around what I did as a peer advisor. It put me in a position to be a real model in the community.”

After graduating from T.C. Williams, Price attended Ferrum College and West Virginia State University, where he graduated in 2009 with a bachelor’s degree focusing in sports management and marketing.

Price immediately returned to the Alexandria area, where he worked at Charles Houston Rec Center and a teen center in Fairfax County as well working as a gang intervention and prevention specialist in Montgomery County, where he mediated between gang members and helped steer clients out of gang life and into opportunities like colleges and the military.

Price also engaged youth as a high school basketball and football coach as well as through a travel basketball organization he created in Montgomery County.

Price says his work with gang involved youth and adults underscores the potential for youth. “No matter where a kid is at, they still have the opportunity to be a positive person,” says Price. “It’s always the guys you think don’t have a chance who end up surprising you.”

No matter where he was, Price’s heart was always in Alexandria. Even while in college and working in Montgomery County, he frequently returned to speak with community groups and teens in the City—and even took a turn coaching football at T.C. Williams.

“I’ve always been plugged into what was going on in the city,” he says. So, ending up here is, as Price puts it, “a blessing and not really a surprise.”

As a Youth Development Counselor, Price values working with the programs he participated in as a youth. Of particular importance to

“AND ALL MY JOBS HAVE CENTERED AROUND WHAT I DID AS A PEER ADVISOR. IT PUT ME IN A POSITION TO BE A REAL MODEL IN THE COMMUNITY.” ~Rashad Price

him is preserving the history of the Untouchables and retelling the story of the program.

“There is a lot of history there,” Price says. “A lot of successful people and professionals in Alexandria went through that program.”

He is also working to bring more young men into the peer advisor program and recruiting at-risk youth for the Young Successful Stars after school program at T.C. Williams. Programs like these, says Price, helped him get to where he is, so he wants to help others have the same chance.

“Meet kids where they are and help them the best you can and you’ll put them in a position where they have options to be successful,” Price says.

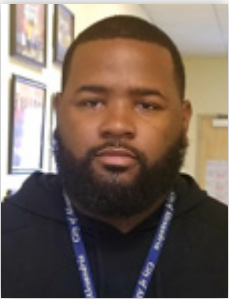
The Youth Development Team values the return of Beall and Price to the programs.

“I think that Emma’s early experience as a youth leader with ACAP really helped shaped her future in prevention and youth development,” says ACAP Coordinator Lisette Torres. “She found her passion in serving the Alexandria community and helping young people make healthy choices.”

“We are proud to welcome Rashad back to our team in a new capacity,” says Untouchables founder and former Youth Development Counselor Theodore Jones. “It’s a blessing that he has the desire to give back to the community that nurtured his development. The experiences he gained as a Peer Advisor give him a unique insight into working with the current youth in our programs and a fresh insight into the work we do.” ■



Price (center) when he was president of the Untouchables



Price today



It's More Than Just a Job

When people face a crisis, it doesn't happen in a vacuum. It often ripples out and affects many aspects of their lives. DCHS recognizes this and continually works to integrate its services to help provide the best experiences and outcomes for those we serve.

The following vignettes are about individuals and families who accessed a range of services through the Workforce Development Center (WDC) and provide examples of how services across programs and centers come together to work towards the well-being, safety and self-sufficiency of Alexandria residents.

- A single mother of a two-year-old daughter with developmental delays came into WDC for assistance. In her early 20s, she was living at a shelter with her daughter due to leaving an abusive partner.

The WDC team members referred her to its partner, Melwood Jobs, to receive assistance with overcoming barriers that have interfered with obtaining and maintaining employment. Specialists arranged for her to receive a mental health evaluation, childcare services and a learner's permit so she could secure a driver's license. She also got assistance updating her resume and developing an employment plan.

Today, she has passed three of the four subjects needed to obtain her GED, works full-time as a Record Scanner and resides in her own apartment.

- Another WDC client living in an Alexandria shelter faced several barriers to employment. At WDC, he received an in-depth assessment and was referred to disability employment specialists. After enrolling in one of the federal grant programs at WDC, he received intensive case management services. The WDC team assisted him in completing his application, preparing his resume and successfully completing the interview.

Thanks to the integrated support he received from WDC, he got a full-time employment offer—including benefits—two days later. He continues to receive financial literacy and supportive services as he adjusts to the new job.

- A woman who was the victim of domestic violence came into WDC. She was a job seeker who had successfully run her own business for 40 years. However, experiencing the trauma of domestic violence shattered her marriage, and she wanted help finding work so she could make enough money to leave and care for her two dogs.

After working on her computer skills, resume-writing and interview sessions with WDC staff, she landed a job as a Marketing Specialist at BJ's, a recruiter at a WDC hiring event. While she had viewed the job as simply a way to get back in the workforce, she ended up loving it and doing so well that she was promoted to a supervisory position within a month.

A few weeks later, she had enough money to move out of her abusive situation. The WDC team reports she is happy to be strong and independent, moving forward in a new phase of life because of the services she received.

- A married refugee couple with a child recently resettled in Alexandria. Both had master's degrees and work history related to international development from Afghanistan. They told their WDC case manager that they did not intend to utilize public benefits assistance for long, but were grateful for help while getting on their feet in the first few months of resettlement.

WDC specialists arranged for childcare, which allowed them to attend interviews. In addition, WDC helped pay for a Tableau Data Visualization courses for the wife, which helped her secure a job as a Senior Specialist of Monitoring and Evaluation earning \$72,550 a year. With assistance from their WDC case manager, her husband also secured a position as a Grants Finance Officer, earning \$65,000 annually. ■

A photograph of three young girls sitting together and smiling. The girl on the left has long dark hair and is wearing a blue and green plaid shirt. The girl in the middle is wearing a pink and white patterned headscarf and a light blue shirt with small star patterns. The girl on the right has blonde hair and is wearing a blue denim shirt. They are all smiling and have their arms around each other. The background is blurred, showing what appears to be an outdoor setting with other people.

FINANCIAL & LEADERSHIP INFORMATION

The following pages give a brief overview of the expenditures and revenues for the fiscal year as well as a list of individuals who provide guidance and oversight of DCHS programs and services.

PROGRAM HIGHLIGHT

The Early Childhood Division provides training and workshops for child care providers in Alexandria. Learn more at alexandriava.gov/DCHS.

FINANCIAL INFORMATION

CENTER FOR ADULT SERVICES

ID Services for Adults	\$7,065,364
Residential & Comm Supp Svcs	\$8,590,246
Clinical & Emergency Svcs	\$11,212,968
Aging & Adult Services	\$6,315,101
Adult Services Ldrsp & Mgt	\$1,526,419

Total **\$34,710,098**

CENTER FOR ECONOMIC SUPPORT

Community Services	\$4,679,791
Workforce Development Center	\$4,034,827
Benefit Programs	\$5,705,814
Econ Leadership & Mgt	\$627,077

Total **\$15,047,509**

CENTER FOR CHILDREN & FAMILIES

Child Welfare	\$11,736,409
Children's Services Act	\$8,676,844
Early Childhood	\$8,053,311
Youth Development	\$1,587,363
Child & Family Treatment	\$3,119,177
Dom Viol & Sex Assault	\$2,099,225
Children Ldrshp & Mgt	\$1,039,954

Total **\$36,312,283**

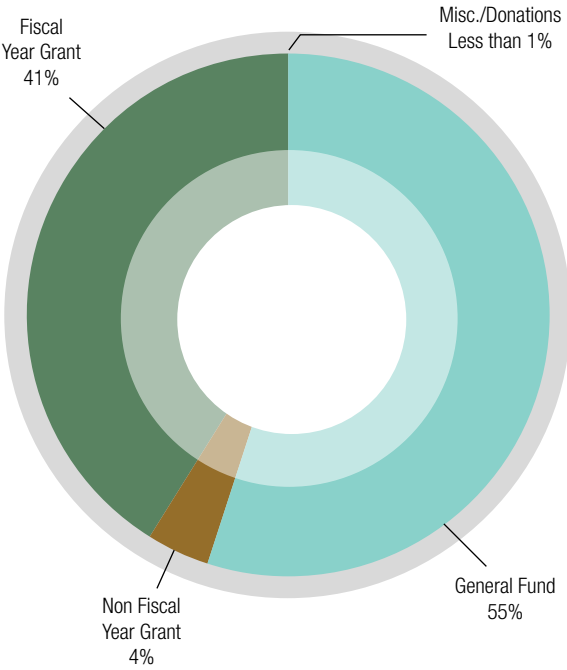
ADMINISTRATIVE SERVICES

DCHS Admin Ldrshp & Mgt	\$8,852,541
Alex Fund For Human Svcs	\$1,996,430

Total **\$10,848,971**

GRAND TOTAL

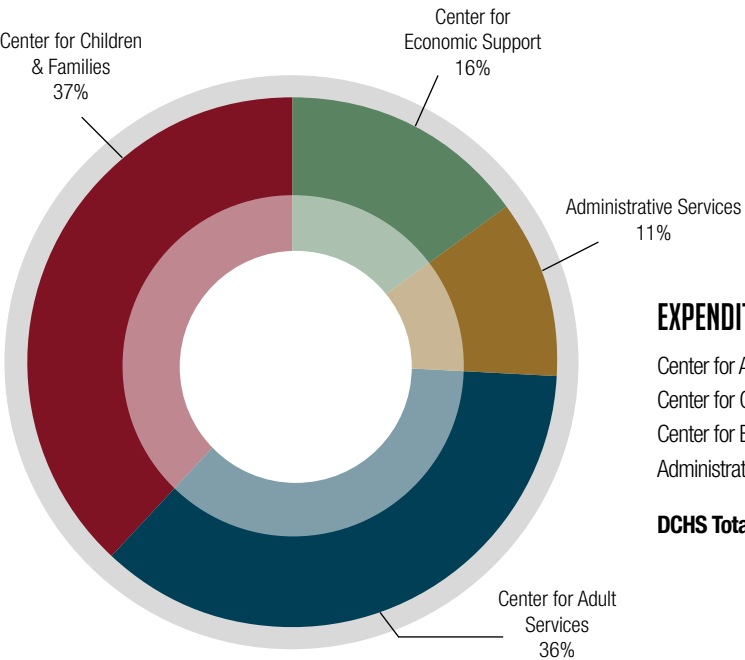
\$96,918,861



REVENUES BY SOURCE

General Fund	\$53,732,524
Non Fiscal Year Grant	\$3,409,110
Fiscal Year Grant	\$39,362,055
Donations	\$271,072
Miscellaneous	\$144,100

DCHS Total **\$ 96,918,861**



EXPENDITURES BY CENTER/OFFICE

Center for Adult Services	\$34,710,098
Center for Children & Families	\$36,312,283
Center for Economic Support	\$15,047,509
Administrative Services	\$10,848,971

DCHS Total **\$96,918,861**

CITY & DCHS **LEADERSHIP**

Boards & Commissions

The following Alexandria boards and commissions provide oversight and guidance to DCHS programs.

ALEXANDRIA COMMUNITY POLICY MANAGEMENT TEAM

ALEXANDRIA COMMUNITY SERVICES BOARD

CHILDREN, YOUTH & FAMILIES COLLABORATIVE COMMISSION

COMMISSION ON AGING

COMMISSION ON EMPLOYMENT

COMMISSION FOR WOMEN

ECONOMIC OPPORTUNITIES COMMISSION

SOCIAL SERVICES ADVISORY BOARD

WORKFORCE INVESTMENT BOARD

City Leadership

MAYOR

Justin M. Wilson

VICE MAYOR

Elizabeth B. Bennett-Parker

CITY MANAGER

Mark B. Jinks

DEPUTY CITY MANAGER FOR PUBLIC SAFETY AND HUMAN SERVICES

Debra R. Collins

CITY COUNCIL

Canek Aguirre

John Taylor Chapman

Amy B. Jackson

Redella S. Pepper

Mohamed E. Seifeldein

DCHS Leadership Team

DEPARTMENT DIRECTOR

Kate Garvey

DIRECTOR, CENTER FOR ADULT SERVICES

Carol Layer

DIRECTOR, CENTER FOR CHILDREN AND FAMILIES

Stacey Hardy-Chandler

DIRECTOR, CENTER FOR ECONOMIC SUPPORT

Lesa Gilbert

DIRECTOR, CENTER FOR OPERATIONS

Sharon Vaughan-Roach

CHIEF FISCAL OFFICER

Raphael Obenwa

HUMAN RESOURCES MANAGER

Jeff Bollen

DIRECTOR, TECHNOLOGY SERVICES

Paul Kim



PROGRAM DIRECTORY

1900 NORTH BEAUREGARD STREET

Center for Alexandria's Children
703.746.6008

Child Behavioral Health
571.213.7963

Child Welfare
703.746.5757

Early Childhood Division
703.746.5437

Office of Youth Services
703.746. 5970

Workforce Development Center
703.746.5940

2525 MT. VERNON AVENUE

Child Welfare
703.746.5757

Office of Community Services
703.746.5700

Benefits Programs
703.746.5801

Homeless Services Assessment Center
703.746.5700

123 NORTH PITT STREET, SUITE 225

Domestic Violence Program
703.746.4911

Sexual Assault Center
703.683.7273

Youth Development
703.746.3436

720 NORTH SAINT ASAPH STREET

Administrative Offices, CSB
703.746.3400

Emergency Services
703.746.3401

MH/DD/SA Intake
703.746.3535

Outpatient Mental Health Services
703.746.3400

4480 KING STREET

Parent Infant Education Program
703.746.3350

Residential Services Administrative Offices
703.746.3500

West End Wellness Center
703.746.3456

2355 MILL ROAD

Substance Use Residential Treatment
703.746.3636

Substance Use Treatment Services
703.746.3600

6101 STEVENSON AVENUE

Aging and Adult Services
703.746.5999

Alexandria Vocational Services
703.746.3333

Developmental Disability Case Management
703.746.3333

